

ORIGINAL

NEW APPLICATION



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BEFORE THE ARIZONA CORPORATION COMMISSION

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Arizona Corporation Commission

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AZ CORP COMMISSION  
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IN THE MATTER OF T-MOBILE WEST )  
CORPORATION'S PETITION FOR DESIGNATION )  
AS AN ELIGIBLE TELECOMMUNICATIONS )  
CARRIER PURSUANT TO SECTION 214(e)(2) OF )  
THE COMMUNICATIONS ACT OF 1934, AS )  
AMENDED, 47 U.S.C. § 214(e)(2) )

Docket No. T-20822A-11-0394

**VERIFIED PETITION OF T-MOBILE WEST CORPORATION FOR**  
**DESIGNATION AS AN**  
**ELIGIBLE TELECOMMUNICATIONS CARRIER**

T-Mobile West Corporation ("T-Mobile" or "Company") hereby submits this Petition for Designation as an Eligible Telecommunications Carrier ("ETC"), pursuant to Section 214(e)(1) of the Communications Act of 1934<sup>1</sup> for the purpose of receiving federal universal service support in certain non-rural telephone company wire centers and rural telephone company study areas, which are identified in Exhibit A ("ETC Service Area"). As explained herein, T-Mobile meets all statutory and regulatory prerequisites for ETC designation and the public interest would be served by granting this Petition, thereby enabling T-Mobile to advance universal service in Arizona by serving the basic and advanced communications needs of rural and low-income consumers.

<sup>1</sup> 47 U.S.C. § 214(e)(2).

## **I. T-MOBILE IS A FACILITIES-BASED WIRELESS PROVIDER.**

T-Mobile is a facilities-based wireless telecommunications carrier that has been serving the basic telephone and advanced broadband needs of consumers in Arizona for many years. As a national provider of wireless voice, messaging and data services, T-Mobile is capable of reaching over 200 million Americans. The Company uses radio licenses issued by the Federal Communications Commission (“FCC”) to provide Commercial Mobile Radio Service (“CMRS”) in its requested ETC Service Area, which includes the wire centers of the non-rural incumbent local exchange carriers (“ILECs”) and the study areas (including all wire centers therein) of the rural ILECs listed in Exhibit A. T-Mobile also will use its own switching, transport, cell sites, and associated telecommunications facilities in its proposed designated ETC service area.

Upon designation as an ETC, T-Mobile will provide the supported services throughout the requested ETC Service Area and offer Lifeline and Link Up service to qualified low-income consumers, thereby advancing universal service in Arizona.

## **II. T-MOBILE MEETS THE STATUTORY AND REGULATORY PREREQUISITES FOR ELIGIBLE TELECOMMUNICATIONS CARRIER DESIGNATION.**

As demonstrated herein, T-Mobile meets the requirements for designation as an ETC as established under federal law,<sup>2</sup> FCC rules,<sup>3</sup> and any applicable Arizona requirements. In particular, T-Mobile:

- is a common carrier;<sup>4</sup>
- will offer the services supported by federal universal service support mechanisms as defined in 47 C.F.R. § 54.101(a);<sup>5</sup>

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<sup>2</sup> 47 U.S.C. § 214(e)(1).

<sup>3</sup> 47 C.F.R. § 54.201(d).

<sup>4</sup> See 47 U.S.C. § 214(e)(1); 47 C.F.R. § 54.201(d).

<sup>5</sup> See 47 U.S.C. § 214(e)(1)(A); 47 C.F.R. § 54.201(d)(1).

- will use its own facilities, or a combination of its own facilities and resale of another's services, to provide the supported services;<sup>6</sup>
- will provide the supported services throughout its designated service area;<sup>7</sup>
- will advertise the availability of its universal service offerings and charges for such offerings using media of general distribution;<sup>8</sup>
- will make available Lifeline and Link Up service to qualifying low-income consumers;<sup>9</sup>
- submits a five-year service improvement plan demonstrating how support will be used to improve coverage, service quality or capacity throughout its ETC Service Area;<sup>10</sup>
- is able to remain functional in emergency situations;<sup>11</sup>
- will satisfy consumer protection and service quality standards;<sup>12</sup>
- will offer local usage plans comparable to the incumbent local exchange carriers;<sup>13</sup> and
- acknowledges that it may be required to provide equal access if all other ETCs in the designated area relinquish their designations.<sup>14</sup>

Furthermore, T-Mobile's designation as an ETC will be in the public interest by resulting in more customer choice and increasing service availability, while not increasing the size of the federal high cost universal service fund.<sup>15</sup>

T-Mobile's compliance with each of the applicable federal and Arizona requirements to obtain designation as an ETC is further discussed below.

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<sup>6</sup> See 47 U.S.C. § 214(e)(1)(A); 47 C.F.R. § 54.201(d)(1).

<sup>7</sup> See 47 U.S.C. § 214(e)(1); 47 C.F.R. § 54.201(d).

<sup>8</sup> See 47 U.S.C. § 214(e)(1)(B); 47 C.F.R. § 54.201(d)(2).

<sup>9</sup> 47 C.F.R. § 54.405.

<sup>10</sup> 47 C.F.R. § 54.202.

<sup>11</sup> 47 C.F.R. § 54.202.

<sup>12</sup> 47 C.F.R. § 54.202.

<sup>13</sup> 47 C.F.R. § 54.202.

<sup>14</sup> 47 C.F.R. § 54.202.

<sup>15</sup> 47 U.S.C. § 214(e)(2).

**A. T-Mobile is a Common Carrier.**

T-Mobile provides CMRS throughout its requested designated service area, and as a CMRS provider, T-Mobile is regulated as a common carrier,<sup>16</sup> subject to all applicable regulations. Therefore, T-Mobile meets the ETC requirement of being a common carrier.

**B. T-Mobile Offers the Services Supported by the Federal Universal Service Support Mechanisms.**

T-Mobile provides each of eight services supported by federal universal service support mechanisms and will provide toll-limitation service for qualifying low-income consumers upon designation as an ETC as set forth below.

1. Voice Grade Access To The Public Switched Telephone Network - the ability to transmit and receive voice communications with a minimum bandwidth of 300 to 3,500 Hertz.<sup>17</sup> T-Mobile meets this requirement through its provision of mobile voice communications service and interconnection to the public switched telephone network.
2. Local Usage – an amount of minutes of use provided free of charge to end users.<sup>18</sup> T-Mobile meets this requirement by providing an amount of local usage free of charge in each universal service rate plan.
3. Dual Tone Multi-Frequency (“DTMF”) Signaling Or Its Functional Equivalent – a method of signaling that facilitates the transportation of call set-up and call detail information.<sup>19</sup> T-Mobile meets this requirement by providing out-of-band digital signaling and in-band multi-frequency signaling for call set-up and termination
4. Single Party Service Or Its Functional Equivalent – a dedicated message path for the length of a user’s particular transmission.<sup>20</sup> T-Mobile meets this requirement by providing a dedicated, non-shared, frequency path for each voice call.
5. Access To Emergency Services – access to emergency services includes both access to 911 and E911 services to the extent the local government has

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<sup>16</sup> 47 C.F.R. § 20.9.

<sup>17</sup> 47 C.F.R. § 54.101(a)(1).

<sup>18</sup> 47 C.F.R. § 54.101(a)(2).

<sup>19</sup> 47 C.F.R. § 54.101(a)(3).

<sup>20</sup> 47 C.F.R. § 54.101(a)(4).

implemented such services.<sup>21</sup> T-Mobile meets this requirement by providing 911 service and meeting all requests for E911 service from local public service answering points (“PSAPs”).

6. Access To Operator Services – access to any automatic or live assistance to a consumer to arrange for billing or completion, or both, of a telephone call.<sup>22</sup> T-Mobile meets this requirement by providing operator services to its customers directly or through third party arrangements.
7. Access To Interexchange Service – ability to make and receive calls using an interexchange carrier’s network.<sup>23</sup> T-Mobile meets this requirement by providing its customers with the ability to make and receive calls over interexchange network facilities. The FCC has determined that wireless carriers are not required to provide equal access to interexchange service, but may be required to provide equal access in certain special situations.<sup>24</sup>
8. Access To Directory Assistance – making available to customers, among other services, information contained in directory listings. T-Mobile meets this requirement by providing all of its customers with access to directory listings by dialing “411” or “555-1212.”
9. Toll Limitation For Qualifying Low-Income Consumers – toll limitation means both toll blocking and toll control, or, if a carrier is not capable of providing both toll blocking and toll control, then toll limitation is defined as either toll blocking or toll control.<sup>25</sup> Upon implementing its Lifeline service offering, T-Mobile will offer toll limitation to qualifying low-income consumers at no additional charge.

**C. T-Mobile Will Use Its Own Facilities to Provide the Supported Services.**

T-Mobile is a facilities-based wireless telecommunications carrier with its own switching, transport, cell sites, and associated telecommunications facilities in its proposed designated ETC service area. While an ETC can meet its universal service obligations by combining its own facilities with the resale of another carrier’s services, T-Mobile intends to use its own facilities to meet its universal service obligations.

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<sup>21</sup> 47 C.F.R. § 54.101(a)(5).

<sup>22</sup> 47 C.F.R. § 54.101(a)(6).

<sup>23</sup> 47 C.F.R. § 54.101(a)(7).

<sup>24</sup> See *In the Matter of Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, *Report and Order*, ¶ 71, FCC 97-157 (released May 8, 1997) (“*Universal Service Order*”).

<sup>25</sup> 47 C.F.R. § 54.101(a)(9); 47 C.F.R. § 54.400(d).

**D. T-Mobile Will Provide the Supported Services Throughout Its Designated Service Area.**

T-Mobile commits to provide the supported services throughout its designated service area, consistent with all applicable requirements, including the FCC's ETC service provisioning requirements found in 47 C.F.R. § 54.202. To the extent T-Mobile's network already passes or covers a potential customer's premises, T-Mobile will provide service on a timely basis, and, in those instances where a request comes from a potential customer within T-Mobile's licensed service area but outside its existing network coverage, T-Mobile will provide service within a reasonable period of time by: (1) modifying or replacing the requesting customer's equipment; (2) deploying a roof-mounted antenna or other equipment; (3) adjusting the nearest cell tower; (4) adjusting network or customer facilities; (5) reselling services from another carrier's facilities to provide service; or (6) employing, leasing, or constructing an additional cell site, cell extender, repeater, or other similar equipment. If T-Mobile determines that it cannot reasonably serve a consumer, then it will report the unfulfilled request as required.

**E. T-Mobile Will Advertise the Availability of Its Universal Service Offerings and Charges for Such Offerings Using Media of General Distribution.**

T-Mobile commits to advertise the availability of, and charges for, the supported services using media of general distribution as required by the FCC Rules.<sup>26</sup> T-Mobile currently offers and advertises its wireless telecommunications services, including those offerings that include all of the supported services, using radio, television, billboards, print, internet, and targeted mailings, among others. In addition, T-Mobile maintains various retail stores and authorized dealer locations throughout its proposed ETC designated service area. T-Mobile will use the appropriate media outlets to advertise its universal service offerings in a manner consistent with

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<sup>26</sup> See 47 C.F.R. §§ 54.401-54.417; 54.405(b) and 54.411(d).

applicable requirements. Attached as Exhibit B are samples of T-Mobile's Lifeline/Link Up advertising from other jurisdictions.

**F. T-Mobile Will Make Available Lifeline Service to Qualifying Low-Income Consumers.**

Upon designation as an ETC, T-Mobile will make available to qualified low-income consumers a discounted service offering that meets all applicable Lifeline and Link Up requirements. Consumers increasingly rely on their mobile phones for all of their communications needs and qualifying low-income consumers are no exception. Low-income consumers would be the primary beneficiaries of T-Mobile's Lifeline service offering.

As implemented in other areas where the Company has been designated as an ETC, T-Mobile's planned Lifeline service offering, which is subject to change, will include:

- a low \$6.49 per month Lifeline rate;<sup>27</sup>
- 145 Whenever minutes<sup>®28</sup>, 500 night minutes, and 500 weekend minutes per month;<sup>29</sup>
- additional minutes priced at \$0.05 per minute; and
- an affordable handset.
- T-Mobile's planned Lifeline service offering provides consumers additional benefits. For example, calls to 911 and to customer service (dialing 611 from the mobile handset) will be free calls and will not be deducted from the monthly included minutes or charged as additional minutes. Additionally, qualified consumers who subscribe to T-Mobile's Lifeline offering are not charged a fee for local number portability or the federal universal service fund.

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<sup>27</sup> The \$6.49 per month discounted Lifeline rate is based upon a non-discounted rate of \$19.99 per month *minus* a \$13.50 Lifeline discount (\$19.99-\$13.50=\$6.49).

<sup>28</sup> Whenever minutes<sup>®</sup> are minutes that can be used at any time and anywhere on T-Mobile's nationwide network.

<sup>29</sup> Weekend minutes are currently defined as midnight Friday to midnight Sunday, and nights are currently defined as 9:00 p.m. to 6:59 a.m. Monday-Friday, based on the start time of call.

**G. ETC Service Area.**

T-Mobile's ETC Service Area includes the non-rural telephone company wire centers and the rural telephone company study areas identified in Exhibit A. T-Mobile established its ETC Service Area based upon the geographic areas where the Company has significant network coverage in non-rural telephone company wire centers and rural telephone company study areas. By doing so, T-Mobile ensures that it has the necessary network infrastructure in place to serve consumers throughout its requested ETC Service Area. In these areas, T-Mobile will have a base to expand its coverage, and will have existing connections to the Public Switched Telephone Network, as well as backhaul and other supporting facilities readily available to serve the expansion. T-Mobile's ETC application does not raise any cream-skimming issues or concerns because T-Mobile is committing to serve the entire wire center of non-rural telephone companies and the entire study area of rural telephone companies within its requested ETC Service Area. A map depicting T-Mobile's requested ETC Service Area is attached as Exhibit C.

**H. T-Mobile Meets the Additional Requirements for Designation as an ETC.**

**1. Service Improvement Plan.**

As an ETC, T-Mobile will use universal service funding to support and enhance its network facilities in its proposed designated service area. T-Mobile submits a substantive plan of investments to be made with universal service support funds during the first five years of support. The plan also includes a substantive description of how those expenditures will benefit customers, including how service quality, signal coverage, and network capacity will be maintained and improved, and how many customers will be benefited. A copy of the plan is referenced as Confidential Exhibit D and will be provided to the Commission pursuant to an executed protective agreement.



## **2. Ability to Function in Emergency Situations.**

An ETC applicant must demonstrate “its ability to remain functional in emergency situations.”<sup>30</sup> In particular, a wireless ETC applicant must demonstrate that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to re-route traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations. T-Mobile’s Emergency Plan is referenced as Confidential Exhibit E and will be provided to the Commission pursuant to an executed protective agreement.

## **3. Consumer Protection and Service Quality Standards.**

T-Mobile will satisfy applicable consumer protection and service quality standards in accordance with 47 C.F.R. § 54.202(a)(3). T-Mobile is a strong supporter of and abides by the CTIA Consumer Code for Wireless Service. T-Mobile has been a signatory of the CTIA Consumer Code for Wireless Service since 2003 and was most recently certified as such in October 2011 as evidenced by the CTIA certification, attached hereto as Exhibit F.

T-Mobile also provides its customers with other service quality and consumer protection benefits that have resulted in the Company being repeatedly recognized for excellence. On March 16, 2011, T-Mobile was recognized by the Ethisphere Institute as one of the 2011 World’s Most Ethical Companies, which marked the third consecutive year that T-Mobile has been included on the list. T-Mobile secured this prestigious distinction by continuing to implement ethical business practices and initiatives that are instrumental to the Company’s success, while benefitting the community and raising the standard for the industry. T-Mobile was the only U.S. wireless telecommunications service provider included on the 2011 list.

T-Mobile has a record of excellence in customer satisfaction, having topped or been listed among the best in many of the industry studies performed by J.D. Power and Associates over the last few years. Most recently, T-Mobile was recognized for excellence in customer sales satisfaction with the fifth consecutive highest ranking in J.D. Power and Associates 2011

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<sup>30</sup> 47 C.F.R. § 54.202(a)(2).

U.S. Full-Service Wireless Purchase Experience Study<sup>SM</sup>—Volume 2, where the company ranked highest in a tie in customer satisfaction among full-service wireless carriers, performing particularly well in the cost of service factor. The results of this study were announced on August 11, 2011.

Earlier this year, T-Mobile received recognition as a *J.D. Power 2011 Customer Service Champion*—one of only forty (40) companies to have earned this distinction this year. To qualify for inclusion on this elite list, companies must not only excel within their own industries, but also must stand out among leading brands in twenty (20) major industries evaluated by J.D. Power and Associates.

T-Mobile also received recognition earlier this year for excellence in customer satisfaction with its fourth consecutive highest ranking in J.D. Power and Associates' 2011 U.S. Wireless Retail Sales Satisfaction Study<sup>SM</sup> – Volume 1, T-Mobile's ninth top ranking in the past twelve volumes, dating back to 2004. In the results announced on February 17, 2011, T-Mobile ranked not only highest overall, but in each area for which the study measured customer satisfaction.

In addition, T-Mobile maintains policies for consumer privacy protections, as detailed in T-Mobile's Privacy Policy, attached hereto as Exhibit G, and also available at the Company's website ([www.t-mobile.com](http://www.t-mobile.com)). As part of those policies, T-Mobile does not disclose or provide access to individual customer records to any individual or entity, other than to the customer directly, unless such records are required to be disclosed to a governmental agency as required by law. T-Mobile has implemented a system by which individual customer records are safeguarded. T-Mobile has trained its personnel as to when they are, and are not, authorized to disclose individual customer records.

#### **4. Comparable Local Usage Plans.**

T-Mobile makes available several different rate plans with varying amounts of local usage and different calling areas that are comparable to the offerings of the ILECs. T-Mobile's price plans are set forth at [www.t-mobile.com](http://www.t-mobile.com).

#### **5. Equal Access Acknowledgement.**

T-Mobile acknowledges that it may be required to provide equal access to long-distance carriers consistent with the requirements of 47 C.F.R. § 54.202(a)(5).

### **III. DESIGNATING T-MOBILE AS AN ETC IS IN THE PUBLIC INTEREST.**

T-Mobile meets all of the requirements for designation as an ETC by providing the supported services, committing to serve all consumers throughout its designated service area, offering a Lifeline service consistent with all applicable requirements, advertising the availability of its universal service offerings, and furthering the goals of the universal service program, consistent with prior Commission orders designating competitive ETCs ("CETCs").<sup>31</sup> Moreover, and consistent with Section 214(e)(2), the designation of T-Mobile as an ETC is in the public interest because it will (i) result in greater customer choice; (ii) allow consumers to benefit from

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<sup>31</sup> *In the Matter of Application of Smith Bagley, Inc., for Designation as an Eligible Telecommunications Carrier under 47 U.S.C. § 214 (e)(2) and A.C.C. § R14-2-1203*, Decision Nos. 63269 (December 19, 2000), 63421 (March 9, 2001) and 65054 (July 26, 2002); *In the Matter of the Application of Sprint Spectrum L.P. DBA Sprint for Designation as an Eligible Telecommunications Carrier under 47 U.S.C. 214(e)(2)*, Decision No. 66878 (February 13, 2004); *In the Matter of the Application of ALLTEL Communications, Inc. for Designation as an Eligible Telecommunications Carrier Pursuant to Section 214(e)(2) of the Communications Act of 1934, Opinion and Order*, Decision No. 67403 (November 2, 2004); *In the Matter of Petition of Telscape Communications, Inc. for a Designation as an Eligible Telecommunications Carrier Pursuant to 47 U.S.C. § 214(e)(2)*, Decision No. 67519 (January 20, 2003); *In the Matter of the Application of TracFone Wireless, Inc. for Designation as an Eligible Telecommunications Carrier for the Limited Purpose of Offering Lifeline and Link Up Services to Qualified Households in Arizona*, Decision No. 72222 (March 9, 2011); *In the Matter of the Application of Cox Arizona Telcom, L.L.C. for Approval of a Designation as an Eligible Telecommunications Carrier Pursuant to Section 214(E)(2) of the Communications Act of 1934*, Decision No. 72626 (October 14, 2011).

competitive pricing and new services, such as T-Mobile's Lifeline plan; (iii) provide other advantages; and (iv) not increase the size of the federal high-cost universal service fund. Furthermore, as T-Mobile expands its network in Arizona, consumers will benefit from a high level of service quality and more service options.

**A. Benefits of Increased Competitive Choice, Pricing and New Services.**

The benefits of competition are widely recognized and extend to all markets, including the universal service market, as recognized by the FCC:

We note that an important goal of the Act is to open local telecommunications markets to competition. Designation of competitive ETCs promotes competition and benefits consumers in rural and high-cost areas by increasing customer choice, innovative services, and new technologies. We agree with Western Wireless that competition will result not only in the deployment of new facilities and technologies, but will also provide an incentive to the incumbent rural telephone companies to improve their existing network to remain competitive, resulting in improved service to Wyoming consumers [consumers in the proposed ETC service area]. In addition, we find that the provision of competitive service will facilitate universal service to the benefit of consumers in Wyoming by creating incentives to ensure that quality services are available at "just, reasonable, and affordable rates."<sup>32</sup>

Consumers rely on wireless services for their telecommunications needs. T-Mobile's designation as an ETC will result in consumers having greater access to wireless telecommunications services in rural areas, thereby advancing the basic goal of preserving and advancing universal service.<sup>33</sup> In rural areas, the universal service goal is clear:

Consumers in all regions of the Nation, including low-income consumers and those in rural, insular, and high cost areas, should have access to telecommunications and information services, including interexchange services and advanced telecommunications and information services, that are reasonably

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<sup>32</sup> *In the Matter of the Federal-State Joint Board on Universal Service, Western Wireless Corp. Petition for Designation as an Eligible Telecommunications Carrier in the State of Wyoming*, CC Docket No. 96-45, *Memorandum Opinion and Order*, DA 00-2896, ¶ 17 (released December 26, 2000).

<sup>33</sup> See 47 U.S.C. § 254(b).

comparable to those services provided in urban areas and that are available at rates that are reasonably comparable to rates charged for similar services in urban areas.<sup>34</sup>

To accomplish this goal, Congress established a competitive universal service framework to expand the level of competition among carriers vying for the business of consumers based on price, service offerings, coverage, and service quality. T-Mobile offers consumers great service offerings and customer service in the marketplace.

T-Mobile's designation as an ETC will enable the Company to bring these and other competitive services to consumers throughout its designated service area, which will lead to incumbent carriers expanding their service offerings, service quality, and customer service to the benefit of rural consumers.<sup>35</sup>

Designating T-Mobile as an ETC will provide an additional alternative to the existing telecommunications services currently being offered and, thus, will promote competition and advance communication services for the benefit of the residents of Arizona. Further, designation as an ETC will create incentives for other carriers serving that area to improve their current networks and service offerings, which will ultimately enhance and improve consumer choice.

Allowing T-Mobile to offer the services required by an ETC will also provide critical telecommunications services to low-income consumers that need it the most, at a low monthly rate. T-Mobile's Lifeline Plan allows for customers to control costs by receiving a preset monthly rate and the option to purchase additional usage at a low per minute rate. The wireless service that T-Mobile will offer will provide customers with an affordable alternative to traditional telecommunications service.

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<sup>34</sup> 47 U.S.C. § 254(b)(3).

<sup>35</sup> Due to the cap on high cost universal service support payments to competitive carriers, T-Mobile's designation as an ETC will not increase the federal universal service fund.

Increased competitive choices in the telecommunications arena benefit all consumers, but consumers in rural areas stand the most to gain. Expansion into lower income areas, particularly rural areas, provides the benefits of low priced offerings, access to great service quality and other cost advantages to consumers that need it the most.

**B. Advantages of Competitive Service Offering.**

As previously explained, if T-Mobile is granted ETC designation, T-Mobile will be able to invest high cost universal support funds to provision, maintain and upgrade its network in rural Arizona and provide improved and new service to rural consumers. As an ETC, T-Mobile will be subject to all of the requirements applicable to a universal service provider, which ensures that rural consumers have access to comparable services and can make choices based on rates and service quality, which may not currently be available in many rural areas.

**C. Impact on the Universal Service Fund.**

The designation of T-Mobile as an ETC will not increase the high cost funding obligations of the federal universal service fund and, as a result of the cap on CETC funding, will not increase the size of the high cost USF. To the extent that T-Mobile obtains Lifeline subscribers, its receipt of low-income support could increase the funding obligations of the Lifeline fund. With respect to the Lifeline fund, however, the FCC has recognized that “[a]ny increase in the size of the fund would be minimal and would be outweighed by the benefit of increasing eligible participation in the Lifeline program, furthering the statutory goal of providing access to low-income consumers.”<sup>36</sup>

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<sup>36</sup> *Petition of TracFone Wireless, Inc. for Forbearance from 47 U.S.C. § 214(e)(1)(A) and 47 C.F.R. § 54.201(i)*, CC Docket No. 96-45, Order, 20 FCC Rcd 15095, ¶ 17 (2005) (*TracFone Forbearance Order*).

**D. Commitment to Quality of Service.**

T-Mobile's commitment to its customers in Arizona is one of the most important aspects of its brand. T-Mobile prides itself on its commitment to quality services and its J.D. Power and Associates awards listed above demonstrate that T-Mobile takes its responsibility to its customers seriously.

**IV. CERTIFICATION FOR USE OF UNIVERSAL SERVICE FUNDS.**

T-Mobile certifies that it will use federal high cost universal service support only for the provision, maintenance, and upgrading of facilities and services for which the support is intended, in accordance with 47 U.S.C. § 254(e). T-Mobile's high cost certifications, pursuant to 47 C.F.R. §§ 54.313(a) and 54.314(a), are attached as Exhibit H.

To ensure that T-Mobile's receipt of federal universal service support is effective as of its designation date, it is requested that the Commission provide a supplemental certification for T-Mobile's use of universal service support. The FCC rules expressly provide for the filing of supplemental certifications for new ETC designations. A proposed supplemental certification on the use of funds is attached as Exhibit I.

**V. CONCLUSION.**

WHEREFORE, T-Mobile West Corporation respectfully requests that the Commission grant this petition and specifically:

- A. Designate T-Mobile as an ETC for purposes of receiving federal universal service support in the State of Arizona;
- B. Designate T-Mobile as an ETC in the service area identified in Exhibit A for purposes of determining universal service obligations and receiving universal service support;
- C. Direct the Commission to send the appropriate notice of the Order designating T-


Mobile as an ETC to the Federal Communications Commission and the Universal Service Administrative Company;

D. Execute a Supplemental Certification on Use of Funds effective on the date of the order designating T-Mobile as an ETC and direct the Commission to send appropriate notice of the certification to the Federal Communications Commission and the Universal Service Administrative Company; and

E. Order such other relief as may be appropriate.

RESPECTFULLY SUBMITTED this 26<sup>th</sup> day of October, 2011.

ROSHKA DEWULF & PATTEN, PLC

By   
\_\_\_\_\_  
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and

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Attorneys for Applicant

Original and 13 copies of the foregoing  
filed this 26<sup>th</sup> day of October 2011 with:

Docket Control  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007



Copy of the foregoing hand-delivered/mailed  
this 26<sup>th</sup> day of October 2011 to:

Lyn Farmer, Esq.  
Chief Administrative Law Judge  
Hearing Division  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007

Janice M. Alward, Esq.  
Chief Counsel, Legal Division  
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Steve Olea  
Director, Utilities Division  
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By Mary Appolito

VERIFICATION

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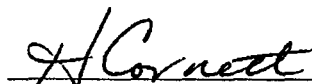
H. Skip Cornett, being first duly sworn upon oath says:

I am Vice President of Tax for T-Mobile USA, Inc., which is the parent company of and controls T-Mobile West Corporation doing business as T-Mobile (hereinafter "T-Mobile") in this matter.

I submit this verification in support of T-Mobile's Petition for Designation as an Eligible Telecommunications Carrier pursuant 47 U.S.C. § 214(e) ("Application").

I confirm that I have personal knowledge of the facts contained herein, and to the best of my knowledge and belief, the information contained herein is true and correct.

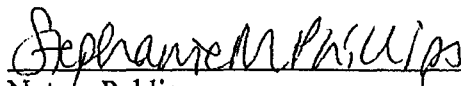
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STATE OF WASHINGTON  
COUNTY OF KING

Acknowledged before me this 26 day of October, 2011, by H. Skip Cornett, as Vice President, Tax of T-Mobile USA, Inc. who is personally known to me or produced identification and who did take an oath.

  
Notary Public

Printed Name: Stephanie M. Phillips  
Commission expires: 6/29/2012



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Exhibit F – CTIA Consumer Code Certification

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Exhibit H – Certifications on Use of High-Cost Funds

Exhibit I – Proposed Supplemental Certification on Use of High-Cost Funds

# EXHIBIT

"A"

# Exhibit A

## Arizona ETC Service Area

Telephone Company	Study Area Code	Wire Center (WC)
ACCIPITER COMMUNICATIONS INC	452191	All WCs in Study Area
ARIZONA TELEPHONE CO.	452171	All WCs in Study Area
CITIZENS TELECOM CO OF WHT MTNS INC.	454426	All WCs in Study Area
CITIZENS UTILITIES RURAL DBA FRONTIER UT RURAL	452172	All WCs in Study Area
COPPER VALLEY TELEPHONE, INC.	452176	All WCs in Study Area
MIDVALE TELEPHONE EXCHANGE, INC.	452226	All WCs in Study Area
QWEST CORPORATION	455101	PHNXAZNO
		PHNXAZNW
		PHNXAZPP
		PHNXAZPR
		PHNXAZSE
		PHNXAZSO
		PHNXAZSY
		PHNXAZWE
		PIMAAZMA
		PLMNAZMA
		PRSCAZEA
		PRSCAZMA
		PRVYAZPP
		PTGNAZMA
		PYSNAZMA
		SCDLAZMA
		SCDLAZSH
		SCDLAZTH
		SEDNAZMA
		SEDNAZSO
		SFFRAZMA
		SMTNAZMA
		SNMNAZMA
		SPRRAZMA
		SPRSAZEA
		SPRSAZMA
		SPRSAZWE
		SRVSAZMA
		SRVSAZNO
		SRVSAZSO
		STFDAZMA
		TCSNAZCA
		TCSNAZCO
		TCSNAZCR
		TCSNAZEA
		TCSNAZFW
		TCSNAZMA
		TCSNAZML
		TCSNAZNO
		TCSNAZRN
		TCSNAZSE
		TCSNAZSO
		TCSNAZSW
		TCSNAZTV
		TCSNAZWE
		TEMPAZMA

**Exhibit A**  
**Arizona ETC Service Area**

	TEMPAZMC
	TLSNAZMA
	TMBSAZMA
	TUBCAZMA
	VAILAZNO
	VAILAZSO
	WCBGAZMA
	WHTKAZMA
	WHTLAZMA
	WLCAZMA
	WLMSAZMA
	WLTNAZMA
	WNBGAZ01
	WNSLAZMA
	YUMAAZFT
	YUMAAZMA
	YUMAAZSE
	AGFIAZSR
	ASFKAZMA
	AZCYAZ03
	BCKYAZMA
	BISBAZMA
	BLCNAZMA
	BNSNAZMA
	BNSNAZSD
	BRDSAZMA
	CHNDAZMA
	CHNDAZSO
	CHNDAZWE
	CHVYAZMA
	CLDGAZMA
	CMVRAZMA
	CMVRAZRR
	CRCYAZNM
	CRNDAZMA
	CSGRAZMA
	CTWDAZMA
	CTWDAZSO
	CVCKAZMA
	DDVLAZNM
	DGLSAZMA
	DRVYAZNO
	ELOYAZ01
	FLGSAZEA
	FLGSAZMA
	FLGSAZSO
	FLRNAZMA
	FTMDAZMA
	FTMDAZNO
	GDYRAZCW
	GLBNAZMA
	GLDLAZMA
	GLOBAZMA

# Exhibit A

## Arizona ETC Service Area

		GNVYAZMA
		HGLYAZMA
		HGLYAZQC
		HMBLAZMA
		HYDNAZMA
		JSCYAZMA
		KRNYAZMA
		LTPKAZMA
		MARNAZ02
		MARNAZ03
		MARNAZMA
		MESAAZGI
		MESAAZMA
		MIAMAZMA
		MMTHAZMA
		MRCPAZMA
		MSPKAZMA
		NGLSAZMA
		NGLSAZMW
		NWRVAZMA
		ORCLAZMA
		PAGEAZMA
		PHNXAZ81
		PHNXAZBW
		PHNXAZCA
		PHNXAZEA
		PHNXAZGR
		PHNXAZLV
		PHNXAZMA
		PHNXAZMR
		PHNXAZMY
		PHNXAZNE
RIO VIRGIN TELEPHONE CO., INC.	552356	All WCs in Study Area (BVDMAZ01)
SOUTHWESTERN TELEPHONE CO.	452174	All WCs in Study Area
TABLE TOP TELEPHONE CO., INC.	453334	All WCs in Study Area
VALLEY TELEPHONE COOPERATIVE, INC.	452176	All WCs in Study Area
FRONTIER COMMUNICATIONS OF THE SOUTHWEST	452302	All WCs in Study Area

**EXHIBIT**

**"B"**



# Lifeline Notice

**Check to see if you qualify  
for discounted monthly  
wireless service.**

## Save money with Lifeline

T-Mobile® customers in Kentucky may be eligible to receive discounted wireless telecommunications service of \$6.49 per month under the Lifeline program and a one-time reduced activation fee under the Link Up program.

## Qualifying for Lifeline and/or Link Up

In Kentucky, customers may qualify for Lifeline and/or Link Up assistance if they are currently eligible to receive benefits from any of the following assistance programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (including Section 8)
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program (must qualify for free lunch)
- Temporary Assistance for Needy Families (TANF)

You must complete a T-Mobile Lifeline and Link Up application for your state in order to receive Lifeline and/or Link Up benefits.

T-Mobile®

stick  
together

## Additional Information & Signing Up

For additional information or to sign up for T-Mobile's Lifeline and Link Up offerings call USLifeline at 1-800-937-8997.

T-Mobile currently offers Lifeline/Link Up service only in areas where the company has Eligible Telecommunications Carrier status.

You may find more information about Lifeline and other wireless services available from T-Mobile USA, Inc. at [www.T-Mobile.com](http://www.T-Mobile.com).

**T-Mobile**

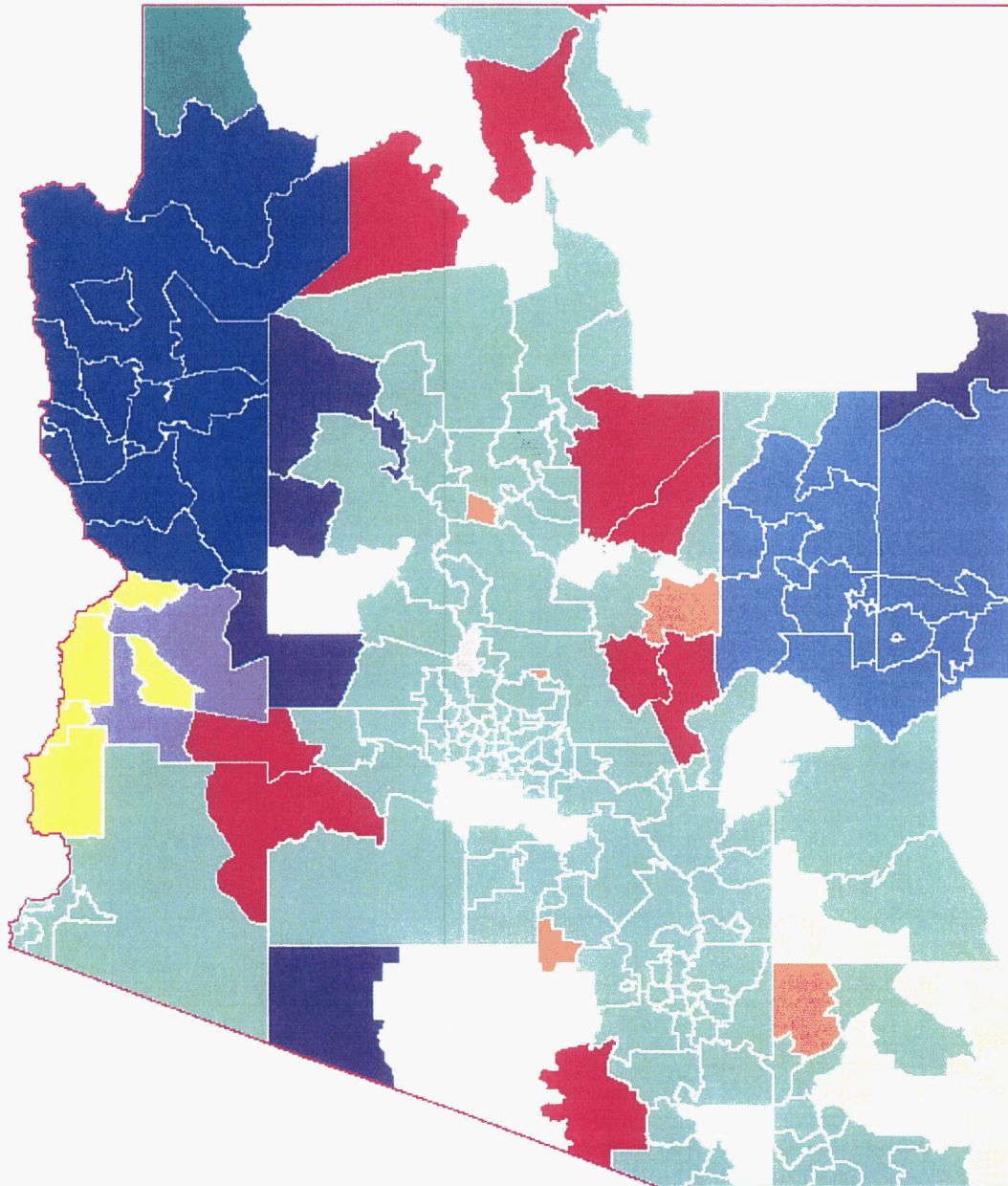


See brochures and **Terms and Conditions (including arbitration provision)** at [www.T-Mobile.com](http://www.T-Mobile.com) for additional information regarding T-Mobile service and products. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. stick together is a registered trademark of T-Mobile USA, Inc. © 2010 T-Mobile USA, Inc. T0225.1.4x9.KY












EXHIBIT

"C"

## T-MOBILE ETC SERVICE AREA



### Company / Study Area

 ACCIPITER COMMUNICATIONS INC	 MIDVALE TELEPHONE EXCHANGE, INC.
 ARIZONA TELEPHONE CO.	 RIO VIRGIN TELEPHONE CO., INC.
 CITIZENS TELECOM CO OF WHT MTNS INC.	 SOUTHWESTERN TELEPHONE CO.
 CITIZENS UTILITIES RURAL DBA FRONTIER UT RURAL	 TABLE TOP TELEPHONE CO., INC.
 FRONTIER COMMUNICATIONS OF THE SOUTHWEST	 VALLEY TELEPHONE COOPERATIVE, INC.
	 QWEST CORPORATION

# EXHIBIT

"D"

**CONFIDENTIAL**

# EXHIBIT

"E"

**CONFIDENTIAL**



# EXHIBIT

"F"

**Steve Largent**  
President/CEO

October 7, 2011

Ms. Kelsey Joyce  
Director of Legal Affairs  
Marketing  
T-Mobile USA, Inc.  
12920 SE 38<sup>th</sup> Street  
Bellevue, WA 98006

Dear Kelsey:

Congratulations! This letter is to notify you that T-Mobile USA ("T-Mobile") has completed the recertification process for the CTIA Consumer Code for Wireless Service ("Voluntary Consumer Code") for the period January 1, 2011 – December 31, 2011, and is deemed compliant with the principles, disclosures and practices set forth in the Voluntary Consumer Code. Accordingly, T-Mobile is authorized to use and display the CTIA Seal of Wireless Quality/Consumer Information, subject to the terms and conditions set forth in the attached License Agreement.

Please ensure that the relevant employees of T-Mobile review the License Agreement before using the Seal. Use of the Seal constitutes acceptance of these terms and conditions. Upon request, we will provide two specimens (color and black/white) of the Seal for T-Mobile's use on its website or collateral materials. If you should have any questions concerning the recertification process or use of the Seal, please contact Andrea Williams, CTIA's Vice President of Law and Assistant General Counsel, at (202) 736-3215 or [awilliams@ctia.org](mailto:awilliams@ctia.org).

CTIA commends T-Mobile for its ongoing leadership and participation in the CTIA Voluntary Consumer Code, and we look forward to continuing to work with T-Mobile on this important industry initiative.

Sincerely,

*Congratulations!*

*Steve Largent*  
Steve Largent

Attachment

cc: Philipp Humm  
Dave Miller



# EXHIBIT

"G"

## Privacy Policy: Highlights

Effective: August 18, 2011

We provide these privacy highlights for your convenience but we encourage you to review the full T-Mobile USA, Inc. Privacy Policy.

### Collection, Use, Disclosure, and Security of Personal Information

We collect personal information when you use our services or otherwise interact with us, including information you provide, such as contact information, billing & credit information, and resumes; information that is automatically collected, such as details about use of our services and our Web pages; and information from other sources, such as credit reports and mailing lists.

We use personal information for various business purposes, such as to complete transactions and bill for products and services; respond to requests for service or assistance; create and improve products and services; suggest additional or different products or service; and protect our rights and property.

We do not sell, rent, or provide personal information to unaffiliated third-parties to market their products and services to you. We may disclose personal information to unaffiliated third-parties who complete transactions or perform services on our behalf and under certain other limited circumstances, subject to restrictions on the third-parties' use of such information.

We use a variety of physical, electronic, and procedural safeguards to protect personal information and we use reasonable procedures to erase or render it unreadable when we dispose of it.

[Tell me more >](#)

### Other Privacy Information

We do not solicit children to purchase our services or products and our Web sites are not designed to attract children under the age of 13.

We may use cookies, Web beacons, and similar technologies.

We have adopted policies and procedures to comply with the FCC's rules governing Customer Proprietary Network Information ("CPNI"). T-Mobile follows the CTIA's Best Practices Guidelines for Location-Based Services. With your consent, we may provide location-based services or provide access to location information so third-parties may provide you such services.

Some T-Mobile devices automatically upload to our servers information you have stored on the device. We may also provide you the option to upload additional information from your device.

Services and functionality offered through certain T-Mobile devices are provided in conjunction with third parties, in which case personal information from your devices may be uploaded and stored on their servers.

When you install third-party applications on your device, you may give your consent for the third party to access certain information you have stored on your device or to access T-Mobile network information to facilitate the application's functions.

[Tell me more >](#)

### Access and Choice

You can access and modify your contact information and marketing preferences by visiting My T-Mobile, visiting a T-Mobile store, or contacting Customer Service.

If you are a T-Mobile customer and you manage your account online, you can change your marketing preferences in your My T-Mobile Profile.

If you are a T-Mobile customer but do not manage your account online, OR if you are receiving marketing communications at an address or phone number not shown in your My T-Mobile profile, you can opt out using our opt-out form.

If you are not a T-Mobile customer, you can also opt out of marketing communications using our opt-out form.

[Tell me more >](#)

### Policy Updates and Contact Information

We may update this policy from time to time and you should refer to it often for the latest information and the effective date of any changes.

If we intend to use or disclose personal information in a way that is materially different from that stated in this policy at the time it was collected, we will post notice of the change on our Web site's home page for at least 30 days before we implement the change and give you an opportunity to opt-out of the proposed use.

If you have questions, comments, or concerns about this policy or about T-Mobile's privacy practices, you may contact us at [privacy@t-mobile.com](mailto:privacy@t-mobile.com) or using the other contact information provided in the full privacy policy.

[Tell me more >](#)

## More information

- ↓ Collection, Use, Disclosure, and Security of Personal Information
  - ↓ Personal Information
  - ↓ Collection of Personal Information
    - ↓ Information you provide
    - ↓ Information automatically collected
    - ↓ Information from other sources
  - ↓ Use of Personal Information
  - ↓ Disclosure of Personal Information
    - ↓ With your consent
    - ↓ To the primary account holder
    - ↓ Transaction processing
    - ↓ Third-party services
    - ↓ Business transfers
    - ↓ Legal process & protection of T-Mobile and others

- ↓ Security and Retention of Personal Information
- ↓ Access and Choice
  - ↓ Access to Your Information
  - ↓ Choices Regarding Use of Your Information
- ↓ Other Privacy Information
  - ↓ Caller ID Blocking
  - ↓ Children
  - ↓ Consumer Code for Wireless Service
  - ↓ Cookies, Web Beacons, and Similar Technologies
  - ↓ Customer Proprietary Network Information (CPNI)
  - ↓ Customer Service Monitoring
  - ↓ Directories
  - ↓ Financial Products and Services
  - ↓ Forums and Chat Rooms
  - ↓ Location-Based Services
  - ↓ Network Information Storage
  - ↓ Other Governing Terms
  - ↓ Protecting Your Own Personal Information
  - ↓ Third-Party Advertising
  - ↓ Third-Party Applications for Your Devices
  - ↓ Wireless Communication Security
- ↓ Policy Updates and Contact Information
  - ↓ Changes to This Policy
  - ↓ How to Contact Us

© 2002-

2011 T-

Mobile

USA, Inc.

## T-Mobile Privacy Policy

Effective: August 18, 2011

[Please click here for Spanish version of the T-Mobile Privacy Policy](#)

T-Mobile USA, Inc. ("T-Mobile") is committed to protecting the privacy and security of your personal information. This Privacy Policy ("Policy") describes the personal information we may collect about you, how we may use it, when we may disclose it, how we safeguard it, and how you may access it and control its use in connection with our marketing communications. The policy also provides other important privacy information and describes when and how we may change this policy and how to contact us with any questions or comments.

### COLLECTION, USE, DISCLOSURE, AND SECURITY OF PERSONAL INFORMATION

[↑ top](#)

#### Personal Information [↑ top](#)

This policy applies to personally identifiable information ("personal information"), which is information that we directly associate with a specific person or entity (for example, name; addresses; telephone numbers; social security number; call records; wireless device location). Personal information does not include "anonymous" or "aggregate" information – neither of which are associated with a specific person or entity.

#### Collection of Personal Information [↑ top](#)

We collect personal information about you when you use our services or otherwise interact with us. Such information includes:

**Information you provide.** We collect personal information when you sign up for and use our services, and when you e-mail, call, or otherwise communicate with us. For example, we may collect personal contact, billing, and credit information when you sign up for voice or data services or purchase other products or services. We may also collect personal information when you call or e-mail our customer service representatives, enter information on our Web sites, submit survey responses, pay for service, or submit a job application or résumé. If you provide personal information to us in connection with a co-sponsored Web site, this policy will apply to our use of the information and the co-sponsor's policy will apply to their use of the information.

**Information automatically collected.** We automatically collect certain information, some of which may be associated with personal information, whenever you use our services or Web sites. For example, our systems capture details about the type and location of wireless device(s) you use, calls and text messages you send and receive, and other data services you use (for example your ringtone purchases). When your computer Web browser or other communication device (including phone, PDA, @Home router, etc.) accesses our Web sites or wireless deck pages (T-Mobile wireless Web pages designed for access by wireless device browsers), we automatically receive certain information, such as your IP address, browser type, date and time, and the Web page you visited before visiting our site. Our network also automatically captures necessary routing information when you use our services to access the Internet at a T-Mobile HotSpot or from your wireless device.

**Information from other sources.** We may also obtain personal information about you from other sources. For example, we may receive credit information from third-party sources before initiating your service or in connection with employment reviews, and we may obtain updated address information from our shippers or other vendors. We may also purchase personal information (for example, e-mail lists, postal mail lists, demographic and marketing data) from others.

#### Use of Personal Information

[↑ top](#)

We use personal information for a variety of business purposes, including for example, to complete transactions and bill for products and services; verify your identity; respond to your requests for service or assistance; anticipate and resolve actual and potential problems with our products and services; create and improve products and services; suggest additional or different products or services; make internal business decisions about current and future offers; provide personalized service and user experiences; and protect our rights and property. If you submit a job application or résumé, we use personal information to communicate with you and, subject to applicable law, evaluate your qualifications for employment. We may also use personal information to contact you about T-Mobile or third-party products, services, and offers that we believe you will find of interest. We may contact you by telephone, postal mail, e-mail, or other methods. You may opt-out of receiving marketing communications from us at any time as outlined below in Choices Regarding Use of Your Information.

## Disclosure of Personal Information

[↑ top](#)

We do not sell, rent, or otherwise provide your personal information to unaffiliated third-parties (parties outside the T-Mobile corporate family) to market their services or products to you. We may, however, disclose your personal information to unaffiliated third-parties as follows:

**With your consent.** We may disclose personal information about you to third-parties with your consent. We may obtain your consent in several ways, such as in writing; online, through "click-through" agreements; orally, including through interactive voice response; or when your consent is part of this policy or the terms and conditions pursuant to which we provide you service. Your consent is sometimes implicit. For example, if you purchase a product and ask that it be shipped to your home, you implicitly consent to our disclosure of your name and address to a third-party shipping company to complete delivery.

**To the primary account holder.** We may disclose personal information of an account user to the primary account holder (the party financially responsible for the account). If a business, governmental agency, or other individual obtains service for you, that entity or individual is our customer, and we may provide personal information about you or your use of the service to them or others at their direction. When you are the primary account holder, but you receive special or discounted pricing, terms, or other benefits through another party's agreement with us (for example, an employee discount), we may provide enough personal information to that party to verify your initial and continuing eligibility for benefits under their agreement with us and to calculate any associated discounts.

**Transaction processing.** We may disclose personal information to third-parties who complete transactions or perform services on our behalf (for example, billing, shipping, customer service, and marketing), transactions on your behalf (for example, verification of your account information at your request to some third-party business), or transfers related to your service (for example, number portability). We typically restrict by contract the manner in which these third-parties may use and disclose personal information about you without your consent.

**Third-party services.** Your personal information may be disclosed when the use of our services allow you to take advantage of services and products offered by other companies. For example, if you are roaming on the network of another carrier, your wireless telephone number, the numbers you dial, and other information about your usage will be available to that carrier to facilitate that service.

**Business transfers.** We may disclose personal information as part of a corporate business transaction, such as a merger or acquisition, joint venture, corporate reorganization, financing, or sale of company assets, or in the unlikely event of insolvency, bankruptcy, or receivership, in which personal information could be transferred to third-parties as a business asset in the transaction.

**Legal process & protection of T-Mobile and others.** We may disclose personal information or communications where we believe in good faith such disclosure is necessary to comply with the law or respond to legal process (for example, lawful subpoena, court order, E-9-1-1 information); to enforce or apply agreements; to initiate, render, bill, and collect for services and products; to protect our rights or property; in connection with claims, disputes, or litigation; to protect users of our services and other carriers or providers from fraudulent, abusive, or unlawful use of, or subscription to, such services; to facilitate or verify the appropriate calculation of taxes, fees, or other obligations due to a local, state, or federal government; or if we determine disclosure is necessary in an emergency situation.

## Security and Retention of Personal Information

[↑ top](#)

We use a variety of physical, electronic, and procedural safeguards to protect personal information from unauthorized access, use, or disclosure while it is under our control. For instance, when you provide sensitive information (such as credit card numbers) to our Web sites, we use transmission encryption technologies like Secure Socket Layer (SSL). Although we cannot guarantee that loss, misuse, or alteration of your personal information will not occur, we strive to prevent such occurrences.

Our practices and procedures are designed to limit personal information access to those T-Mobile employees and agents with a legitimate need to access such information. T-Mobile employees are bound by confidentiality obligations and our Code of Conduct, which obligate them to protect the confidentiality of our customers' personal information. Violations subject employees to disciplinary action, up to and including termination.

We retain personal information for as long as we have a business need or as applicable laws, regulations, or government orders require. When we dispose of personal information, we use reasonable procedures to erase or render it unreadable (for example, shredding documents and wiping electronic media). We will make reasonable attempts to notify you if we determine that a security breach involving your personal information has occurred and creates a risk of identity theft or service disruption, or as otherwise required by law.

## Access and Choice

[↑ top](#)

### Access to Your Information [↑ top](#)

You may access and modify your contact information by visiting [my.t-mobile.com](http://my.t-mobile.com) or a T-Mobile retail store, or by contacting Customer Service. We will make good faith efforts to resolve requests to correct inaccurate information except where the request is unreasonable, requires disproportionate technical effort or expense, jeopardizes the privacy of others, or would be impractical.

### Choices Regarding Use of Your Information [↑ top](#)

We want to provide you with meaningful choices regarding our marketing communications and you may choose to limit or opt-out of certain communications from T-Mobile at any time. While you may elect not to receive marketing information from us, if you subscribe to our services or buy our products, you will continue to receive invoices, customer-service and transactional notices, and similar communications.

If you are a T-Mobile customer and you manage your account online, you can change your marketing preferences by logging into your [my.t-mobile.com](http://my.t-mobile.com) profile;

If you are a T-Mobile customer but do not manage your account online, you can change your marketing preference by completing our customer opt-out form;

If you are not a T-Mobile customer and would like to opt-out of marketing communications from T-Mobile, you can do so by completing our non-customer opt-out form; and

You may also manage your marketing preferences by contacting Customer Service when you dial 611 from your T-Mobile phone or 1-800-937-8997 from any phone, or, with respect to marketing e-mails, by following the "unsubscribe" instructions on any marketing e-mail we send you.

Not all marketing communications you receive on your device are sent or authorized by T-Mobile. When you provide your mobile number or other contact information to others, you may receive unwanted calls, text messages, or e-mails on your device. We take steps to reduce unsolicited advertising, but we cannot block all such advertisements or unwanted communications.

## OTHER PRIVACY INFORMATION

[↑ top](#)

### Caller ID Blocking [↑ top](#)

When you use T-Mobile communications services, your name and telephone number may be transmitted and displayed on the receiving party's communications device and/or phone bill unless you block that information, which you can generally do by dialing \*67 prior to dialing the called party's number. Refer to the specific instructions for your communication device regarding Caller ID Blocking. Caller ID Blocking does not prevent the display

of your information when you dial certain business numbers, including 911, 900 numbers, or toll-free numbers.

#### **Children** ↑ top

We do not solicit children to purchase our services or products. If, however, you authorize a child to use our services or products by providing them a device associated with your T-Mobile account, any personal information associated with such use will be treated as your information in accordance with this policy. Our Web sites are not designed to attract children under the age of 13 and we do not intentionally or knowingly collect personal information on our sites from anyone under the age of 13. We encourage parents to be involved in the online activities (including wireless Internet browsing) of their children to ensure that no information is collected from a child without parental permission. We may offer Web Guard or similar security features designed to allow the customer to implement restrictions to adult oriented content, but such features are not foolproof.

#### **Consumer Code for Wireless Service** ↑ top

We follow the Consumer Code for Wireless Service established by the Cellular Telecommunications & Internet Association ("CTIA"). As such, we strive to help customers understand their bills, receive quality service, and make informed choices. In particular, as part of the Consumer Code, we conform our information practices under this policy to meet the requirements of applicable federal and state laws and regulations.

#### **Cookies, Web Beacons, and Similar Technologies** ↑ top

We may use cookies (small data text files placed on your computer or device) or similar technologies to identify the computer or device and record your preferences and other data so that our Web sites can personalize your visit(s). We may also use information collected from cookies to improve our sites, make recommendations, and complete transactions you request. You may be able to set your browser(s) to reject cookies or delete cookies, but that may result in the loss of some functionality on our sites. We may also use Web beacons (small graphic images on a Web page or an HTML e-mail) to monitor interaction with our Web sites or e-mails. Web beacons are generally invisible because they are very small (only 1-by-1 pixel) and the same color as the background of the Web page or e-mail message. If we combine or link cookie or Web beacon information with personal information, we will treat the combined or linked information as personal information under this policy. We may employ third-parties to place advertisements about our products and services on other Web sites. The use of cookies, Web beacons, or similar technologies by such third-parties is subject to their privacy policies – not this policy.

#### **Customer Proprietary Network Information (CPNI)** ↑ top

Customer Proprietary Network Information, or "CPNI", is a form of personal information that is generated in connection with the telecommunications services we provide to you. CPNI includes, for example, call details, call location information, and certain information about your rate plans and features. CPNI does not include your name, address, and phone number. Under federal law, you have a right, and we have a duty, to protect the confidentiality of CPNI and we have adopted policies and procedures designed to ensure compliance with those rules. We won't intentionally disclose your CPNI to third-parties without your permission, except as allowed under FCC rules, applicable law, or explained in this policy. However, you may designate other "authorized users" (for example, a spouse) to access and manage your account information, including CPNI.

We provide password protected online access to your account information through my.t-mobile.com. For multi-line accounts, the primary account holder is authorized to access online account information for all the devices on the account. Other users may generally access online account information related only to their respective device (for example, if a parent provides a device to their child, the child may access online information about that device – including CPNI). The primary account holder, however, may designate additional or more limited access rights for other users.

#### **Customer Service Monitoring** ↑ top

We may monitor and record phone calls, e-mails, or other communications between you and our Customer Service representatives or other employees for training and quality assurance purposes and to review specific transaction requests.

#### **Directories** ↑ top

We do not publish directories of our customers' wireless numbers. Nor will we provide or make such numbers available to third-parties for listing in their public directories, without the customer's prior consent.

#### **Financial Products and Services** ↑ top

If T-Mobile provides you a financial product or service (for example, an installment loan for a mobile device), we have an obligation under federal law to provide you notice of how your personal financial information will be treated. Please refer to T-Mobile's Financial Privacy Policy for details.

#### **Forums and Chat Rooms** ↑ top

If you use or link to a public forum, bulletin board, chat room, or social network on or from a T-Mobile Web site, be aware that any personal information you submit can be read, collected, or used by other users of these forums, including to send you unsolicited messages. We are not responsible for access to or use of personal information you choose to submit or share with others.

#### **Location-Based Services** ↑ top

Our network detects your device's approximate location whenever it is turned on (subject to coverage limitations). This location technology makes the routing of wireless communications possible and is also the basis for providing enhanced emergency 9-1-1 service, which permits us to provide your general location to a public safety answering point, emergency medical service provider, or emergency dispatch provider. We may also use this technology to disclose, without a user's consent, the approximate location of a wireless device to a governmental entity or law enforcement authority when we are served with lawful process or reasonably believe there is an emergency involving risk of death or serious physical harm.

With your consent, we may also provide location-based services or provide third-parties access to approximate location information so they may provide such services to you. You should carefully review the specific T-Mobile terms and conditions applicable to your use of location-based services for any special privacy implications or rules. You should also carefully review the privacy policies and other terms of third-parties with whom you have authorized the sharing of your location information, and you should consider the risks involved in disclosing your location information to other people. Where a wireless device user requests that their location information be revealed to other persons (through a T-Mobile application or a third-party application you place on your device), the wireless device user will be provided options for managing when and how such information should be shared (except in the case of certain parental controls or similar services associated with enterprise or multi-line accounts, which may be managed solely by the primary account holder or their designee). T-Mobile follows the CTIA's Best Practices Guidelines for Location-Based Services

#### **Network Information Storage** ↑ top

Some devices may automatically upload to T-Mobile network servers information you have stored on the device and/or SIM card in order to facilitate specific functions. For instance, some devices back-up your address book. You may choose to disable such uploads but this may affect functionality of the device or your services. Refer to instructions for your device and service for details or contact Customer Service for more information. We may also provide you the ability to upload other information from your device to T-Mobile network servers. For instance, you may have the option to upload pictures, recordings, calendars, tasks, or notes. Uploaded information will not be used by T-Mobile for purposes other than as disclosed in connection with those services, this Privacy Policy, or applicable Terms and Conditions, and will not be shared with third-parties for their use, without your prior consent.

Services and functionality offered through certain devices are provided in conjunction with other entities. As a result, personal information from your devices may be uploaded and stored on their servers. For instance, BlackBerry® service is provided in conjunction with Research in Motion (RIM), and personal information from your device is stored on the BlackBerry Enterprise Servers™. Their specific terms and conditions, terms of use, and privacy policies apply to those services.

#### **Other Governing Terms** ↑ top

This policy does not modify or alter any applicable agreement you have with T-Mobile. For example, our Terms of Use govern your use of our Web sites. Additionally, if you use our products or use or subscribe to our services, our T-Mobile Terms and Conditions, one or more applicable service agreements, and certain other terms may apply to your use, purchase, or subscription. If this policy conflicts with any portion of those terms and agreements, those terms and agreements govern to the extent of the inconsistency.

#### **Protecting Your Own Personal Information** ↑ top

You play an important role in ensuring the security of personal information, including protecting against unauthorized access to your device. Many devices store information both in the phone and on the SIM card. Therefore, before discarding, trading in, or giving away your device, be sure you remove and retain your SIM card and follow the manufacturer's instructions for deleting personal information or other data on the device. (This can be found in your owner's manual or on the manufacturer's Web site.) If you provide a third-party access to your device, you should understand that personal information will remain on the device and may be accessible, deleted, altered, or transferred to another device or our network servers by the person using the device, and that we will treat that user as you for purposes of this policy.

We encourage you to use passwords to prevent unauthorized access to your device, your online account, and your voicemail. You may also establish an optional password to identify yourself during calls with our Customer Service representatives. We recommend that you use unique, non-obvious passwords, that you periodically change your passwords, and that you not share your passwords with others. Notify us immediately if you believe your device has been lost or stolen or if you believe your personal information has been accessed without your consent.

#### **Third-Party Advertising** ↑ top

You may see third-party advertisements on some T-Mobile Web sites, deck pages, services, or devices. These third-party advertisers, or their ad networks, may place or access cookies on your device and may collect certain anonymous information about your visit on our sites. The third-party advertisers who provide these ads may use this information to provide you with advertising on our Web sites and deck pages, as well as on other sites. This advertising may be tailored to the interests the advertisers have inferred from your browsing of our Web sites or other Web sites with which the third-party is affiliated as an ad server or ad network. We do not provide personal information about you directly to the advertiser. We may, however, provide third-party advertisers with anonymous demographic or similar data (unrelated to your browsing activities) that does not personally identify you. This data may be used by them to help tailor their ads on our sites or deck pages, and on other sites.

Third-party advertisers or ad networks operating on our Web sites are required to participate in the opt-out process established by the Network Advertising Initiative (NAI). To learn more, or to opt-out of the automatic collection of information by these parties, please visit the NAI site. Please note that this opt-out is cookie-based. If you change computers, change Web browsers, or delete cookies, you will need to visit the NAI site and opt-out again. T-Mobile does not have control over or access to any information contained in the cookies that are set on your computer by ad servers, ad networks, or third-party advertisers.

#### **Third-Party Applications for Your Devices** ↑ top

When you install third-party applications (for example, programs, widgets, etc.) on your device, you may give your consent for the third party to access certain information you have stored on your device (for example your contact list). You may also give your consent for the third party to access information stored on T-Mobile's network to facilitate the application's functions (for example, you may consent to third-party access to your location information – see Location Based Services). In either case, the manner in which such third-parties may use, share, or disclose such information is governed by their terms and conditions and their privacy policy – not this policy.

#### **Wireless Communications Security** ↑ top

We cannot guarantee that your communications using our services or devices will be private or secure. Although it is illegal for unauthorized persons to intercept or access your communications or information, such interceptions or access can occur.

### **POLICY UPDATES AND CONTACT INFORMATION**

↑ top

#### **Changes to This Policy** ↑ top

We may update this policy if we materially change our practices or if legal or regulatory changes require it. If we decide to use or disclose personal information in a way that is materially different from that which was stated in this policy at the time the personal information was collected, we will notify you by posting notice of the change on our Web site's home page for at least 30 days before we implement that change and will give you an opportunity to opt-out of the proposed use or disclosure of previously collected personal information. You should refer to this policy often for the latest information and the effective date of any changes.

#### **How to Contact Us** ↑ top

If you have any questions or comments about this policy or about T-Mobile's privacy practices, please call Customer Service at 611 (from a T-Mobile phone) or 1-877-937-8997 (from any phone) or send an e-mail message to [privacy@t-mobile.com](mailto:privacy@t-mobile.com). You may also direct your privacy-related comments or questions to the address below:

T-Mobile USA, Inc.  
Attn: Chief Privacy Officer  
12920 SE 38th Street  
Bellevue, Washington 98006



EXHIBIT

"H"

**BEFORE THE  
ARIZONA CORPORATION COMMISSION**

T-MOBILE WEST CORPORATION

**DOCKET NO.:**

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**In re: Application for Designation as an Eligible Telecommunications Carrier**

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**COMPANY CERTIFICATION**

I am H. Skip Cornett, Vice President of Tax for T-Mobile USA, Inc., which is the parent company of and controls T-Mobile West Corporation doing business as T-Mobile (hereinafter "T-Mobile") in this matter. I submit this certification in support of T-Mobile's application for designation as an Eligible Telecommunications Carrier pursuant to Section 214(e)(2) of the Communications Act of 1934 ("Application"). I confirm that I have personal knowledge of the facts contained herein, and to the best of my knowledge and belief, the information contained herein is true and correct.

In my capacity as Vice President of Tax for T-Mobile, I have general knowledge regarding its operation of commercial mobile radio services ("CMRS") in the state of Arizona, and its technical, financial and managerial resources and abilities to provide CMRS consistent with this application.

T-Mobile will use its **RURAL** and **NON-RURAL HIGH-COST SUPPORT** only for the provision, maintenance and upgrading of facilities and services within the study area defined in Exhibit A provided in the above referenced captioned application for which support is intended, consistent with Section 254(e) of the Communications Act, 47 U.S.C. § 254(e).

*Remainder of page intentionally left blank.*

I am authorized to make this certification on behalf of T-Mobile.

Signed,

H. Cornett

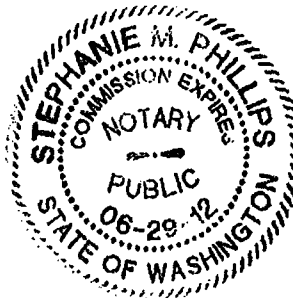
H. Skip Cornett  
Vice President, Tax  
T-Mobile USA, Inc.  
12920 SE 38<sup>th</sup> Street  
Bellevue, WA 98006

**STATE OF WASHINGTON  
COUNTY OF KING**

Acknowledged before me this 26 day of October, 2011, by H. Skip Cornett, as Vice President, Tax of T-Mobile USA, Inc. who is personally known to me or produced identification and who did take an oath.

Stephanie M. Phillips  
Notary Public

Printed Name: Stephanie M. Phillips  
Commission expires: 6/29/2012



# EXHIBIT

"I"

Date

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 - 12<sup>th</sup> Street, SW  
Washington, DC 20554

Karen Majcher  
Vice President, High Cost & Low Income Division  
Universal Service Administrative Company  
2000 L Street, NW, Suite 200  
Washington, DC 20036

**RE: Certification of Rural and Non-Rural High-Cost Support for T-Mobile West Corporation Pursuant to 47 C.F.R Sections 54.313-314, CC Docket Nos. 96-45 and 00-256**

Ms. Dortch and Ms. Majcher:

The Arizona Corporation Commission designated T-Mobile West Corporation ("T-Mobile" or the "Company") as an Eligible Telecommunications Carrier ("ETC") in Arizona in Docket \_\_\_\_\_ effective [date]. Based upon data supplied by the Company, this letter is to certify T-Mobile's use of federal high cost support from [date of the designation order] to [end of program year], pursuant to sections 54.313 and 54.314 of the FCC's rules.

The Arizona Corporation Commission certifies that all federal high cost support provided to T-Mobile West Corporation will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended, consistent with section 254(e) of the Communications Act.

Enclosed is the service area for which T-Mobile is designated as an ETC by the Arizona Corporation Commission.

Sincerely,

Encl.